



March 4, 2014  
Via ECFS Filing

Ms. Marlene H. Dortch, Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Suite TW-A325  
Washington, DC 20554

**RE: WQN, Inc. – 499 Filer ID 826768  
CY 2013 Annual CPNI Certification  
EB Docket No. 06-36**

Dear Ms. Dortch:

Attached for filing is the Calendar Year 2013 CPNI Compliance Certification and Statement of CPNI Procedures and Compliance as required by 47 C.F.R. Section 64.2009 (e) submitted on behalf of WQN, Inc.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3004 or via email to [rnorton@tminc.com](mailto:rnorton@tminc.com). Thank you for your assistance in this matter.

Sincerely,

/s/ Robin Norton

Robin Norton  
Consultant to WQN, Inc.

cc: R. Thorell – WQN (via E-Mail)  
file: WQN - FCC - CPNI  
tms: FCx1401

Enclosures  
RN/sp

**ANNUAL 47 C.F.R. § 64.2009(e) OFFICER'S CERTIFICATION OF  
CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) COMPLIANCE**

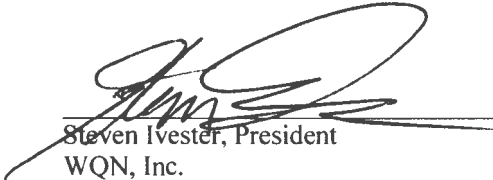
**EB DOCKET 06-36**

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|---|--------------------|
| Annual 64.2009(e) CPNI Certification for:             | Calendar Year 2013 |
| <b>Name of Company covered by this certification:</b> | <b>WQN, Inc.</b>   |
| Form 499 Filer ID:                                    | 826768             |
| Name of Signatory:                                    | Steven Ivester     |
| Title of Signatory:                                   | President          |

I, Steven Ivester, certify and state that:

1. I am President of WQN, Inc. ("Company") and, acting as an agent of the Company, that I have personal knowledge that the Company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*
2. Attached to this certification, as Exhibit A, is an accompanying statement explaining how the Company's procedures ensure that the Company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in Section 64.2001 *et seq.* of the Commission's rules.
3. The Company has not taken any actions (i.e., proceedings instituted or petitions filed by the Company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.
4. The Company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.
5. The Company represents and warrants that the above certification is consistent with 47 C.F.R. § 1.17 which requires truthful and accurate statements to the Commission. The Company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

  
\_\_\_\_\_  
Steven Ivester, President  
WQN, Inc.

3/4/14  
\_\_\_\_\_  
Date

Exhibit A  
Statement of CPNI Procedures and Compliance

**WQN, Inc.**

Calendar Year 2013

**ANNUAL 47 C.F.R. § 64.2009(e) OFFICER'S CERTIFICATION OF  
CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) COMPLIANCE**

**EB DOCKET 06-36**

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WQN, Inc.

**STATEMENT OF CPNI PROCEDURES AND COMPLIANCE (CY 2013)**

WQN, Inc. ("WQN" or "Company") provides long distance services via traditional wireline and Voice over Internet Protocol (VoIP) technologies to residential and business customers with international calling requirements. Service is provided on a prepaid and postpaid basis. The Company does not issue physical cards but provides customers with access telephone numbers and PINs and ANI recognition in order to utilize the service. The Company does not use or permit access to CPNI to market any services outside of the total service approach as specified in 47 CFR §64.2005. If WQN elects to use CPNI in a manner that does require customer approval, it will follow the applicable rules set forth in 47 CFR Subpart U, including the institution of operational procedures to ensure that notification is provided and customer approval is obtained before CPNI is used or disclosed.

WQN has taken steps to secure CPNI and call detail records, and manage the release of such information in accordance with FCC rules. The Company has put into place processes to safeguard customer CPNI and call detail information from improper use or disclosure by employees and to discover and protect against attempts by third parties to gain unauthorized access to CPNI. Employees attend training, at least two times per year, to refresh understanding of CPNI and the rules regarding protecting such information. In addition, WQN maintains a policy which all employees who have access to CPNI are required to sign. This document includes a description of CPNI, the protection requirements of CPNI, the processes to report unauthorized disclosure of CPNI/call detail records and the disciplinary actions that may occur as a result of unauthorized disclosure.

Services are purchased via the Internet through the Company's website utilizing an authorized credit card. Customers purchasing service are required to provide billing and account information on-line and are required to set up an ID and password for continued on-line access. Through the Company's web portal, after password log-in, Customers may review call detail history, purchase history, recharge the account and update billing information.

Call detail information is provided over the telephone to customers only if the customer provides a 4-digit PIN password to the Company's Service Representative. If the customer cannot provide the password and the customer cannot provide the call detail without the carrier's assistance, then call detail can only be provided by calling the customer at the telephone number of record.

STATEMENT OF CPNI PROCEDURES AND COMPLIANCE (CY 2013)  
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When a customer purchases from the Company website, they are required to set up a user ID, which must be a valid email address, a password, and select a security question and answer. If a customer forgets their password, they must answer the security question correctly and a temporary password will be sent to the email address of record set up as the user ID. If a customer forgets the answer to their security question, they must contact customer service and pass a series of questions established for the purpose of authentication before the password can be reset and emailed to the email of record.

The Company has not had any instance of CPNI breaches in 2013. The Company maintains a record of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI.

The Company does not have retail locations and therefore does not disclose CPNI in-store.

The Company notifies customers via a previously established email address or mails to the customer address of record, all notifications regarding account changes (without revealing the changed information or sending the notification to the new account information), password changes, change in a response to a back-up means of authentication, change to an on-line account, change or creation of an address of record other than at service initiation.

The Company has procedures in place to notify law enforcement (United States Secret Service and FBI) of a breach of a customer's CPNI within seven (7) business days, and to notify customers of the breach. The Company maintains a record of any breaches discovered and notifications made to the United States Secret Service and FBI. The customer's electronic record is updated with information regarding notifications on CPNI breaches.

The Company has not taken any actions against data brokers in the last year.

The Company has not received any complaints about unauthorized release or disclosure of CPNI for the last calendar year.

The Company has not developed any information with respect to the processes that pretexters are using to attempt to access CPNI.